BlackBerry 7510/7520 from Nextel

This handheld device combines several high-tech services into one convenient package:

- Digital Cellular phone
- DIRECT CONNECT® - Nextel's long-range digital walkie-talkie feature
- Personal Digital Assistant applications, similar to a Palm device
- Wireless Web access - view stocks, get the forecast, check sports scores, shop, etc.
- Full keyboard - layout is similar to a standard QWERTY keyboard
- Full-Color screen, larger than most phones

Cost: BlackBerry 7510™ - Actual cost will vary depending on vendor, length of contract, and actual contract selected. List price is about $349.99. The price from Nextel for a state purchase is currently $249.99.

Included Accessories:

- OEM Standard Lithium Ion Battery with Battery Door
- OEM Cradle
- OEM Standard Travel Charger
- OEM Earpiece with Call Termination Button
- OEM Carry Holster with Swivel Belt Clip

Technical Specifications:

- Dimensions: 4.4" x 2.95" x1.02"
- Weight: 5.8 oz. with Standard Lithium Ion Battery
- Standard Lithium ION Battery (900 mAh)
- Charges Standard Battery to 100% in 5 hours from zero charge
- Color LCD Display, 240 x 160 pixel Resolution
- 33 key QWERTY positive action tactile keyboard with space bar, symbol key, del key, return key, and backspace
- Memory is 16 MB for OS, storage, and applications

Digital Coverage Area

Digital coverage areas for all such devices are limited. The area coverage will depend on the cellular service provider. Live access to e-mail requires digital coverage. Nextel service is **digital only**. You will have no access to e-mail or phone service when outside Nextel's digital coverage area. (Click the link to the left to access Nextel's map of their Michigan coverage. Click the link below for other Nextel maps.)

Note: There are areas of the state in which cellular coverage is intermittent. In some places there is no coverage at all. Service will also be affected by cellular provider equipment failure and down time. DIT does not have any control over this type of failure.

Getting Started

Before you begin using your handheld, you should familiarize yourself with the basic components.

The keyboard features 10 kinds of special keys:

1. **Symbol** key to access a symbols library
2. **Backspace** key (DEL is printed on the key)
3. **Enter** key
4. **Space** key
5. Two **Shift** keys (left and right)
6. **Alt** key
7. **Escape** button to back out of most functions
8. **Push To Talk**™ (PTT) button
9. **Power** button
10. **Track wheel**

The **power button** can be used to activate backlighting, as well as turning on the BlackBerry.

Each key represents two or more characters. For example, the A key is also used to type an asterisk. To type *, press Alt, then A. You can type the second character for any key by pressing the **Alt** key in combination with the that key.

Other symbols can be typed by pressing the **Symbol** key, then the regular key. For example, pressing Symbol, then A, will type the] symbol. Pressing the Symbol key brings up a chart of the available symbols.

Each shift key will capitalize the next letter typed. To turn on **Caps Lock**, press **Alt-Right Shift**. Press it again to turn Caps Lock off.

The **track wheel** helps you navigate, view, and select items on each screen. Its function is **similar to a mouse** or trackball.

- To scroll through menu items or text, **roll** the track wheel.
- If you hold the **Alt** key and **roll** the track wheel, you will change between vertical and horizontal scrolling.
- To select applications and menu options, **click** (press and release) the track wheel.

Charging

Before its **first** use, a BlackBerry 7510 must be charged for **3 to 5 hours**, to bring the battery to full power. If the battery goes **dead**, it will need to be charged for 3 to 5 hours to bring it to full charge again. It should be charged **daily** for several hours to provide enough charge for the next day. It is recommended that you turn off the BlackBerry and recharge it when you are off duty.

Users who need to extend their usage time should consider a second, **high capacity** battery, and a charger that will charge **both** batteries at the same time. This link will take you to the Nextel web page for accessories.

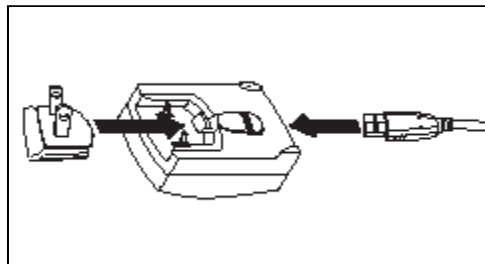The charging procedure has two steps:

1. Connect the small end of the USB cable to the BlackBerry.

2. Connect it to the AC charger and plug that into an electrical outlet.

Connect to AC

In order to save battery life, it is recommended that you turn off the vibrate option for e-mail and calendar items.

Application Icons

Icon	Description
Calculator	Works like a standard calculator.
Phone	Place calls, put calls on hold and mute phone calls. Place Nextel Direct Connect calls.
Alarm	Set Alarm to sound at a specific time every day or only on weekends.
Nextel Online®	Used to Access Web Pages.
Profiles	Customize how the handheld notifies you of messages. Loud, discreet or quiet ringer tones.
Options	Set the password, date & time, program automatic on/off feature.
Keyboard Lock	Lock keyboard to prevent accidentally typing of characters. To lock keyboard, click this icon once. To unlock keyboard, double click the track wheel.
Turn Wireless On Turn Wireless Off	Turn off the handheld's radio when it might interfere with other radio communications (such as when you are on an airplane), or when you prefer not to receive messages. When the radio tower without circles is showing, it will only function as a PDA, and will not send or receive.
Turn Power Off	Turn off handheld when you want to conserve battery power.

Icons Used to Access GroupWise

Note: The Address Book, Calendar, and Task icons **require** that the user's GroupWise post office is **version 6.5** for full functionality.

	Used to Access GroupWise e-mail. Icon will vary with BlackBerry software version.
	Accesses the GroupWise Address Book.
	Accesses the user's GroupWise Calendar.
	Accesses the user's GroupWise Task list.

The icons below will appear on the Home Screen, but are not used with the current configuration.
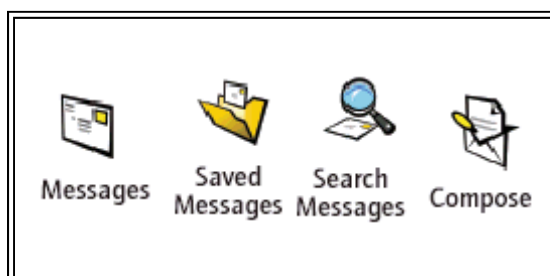
Turning the BlackBerry On

Note: When first powering on the BlackBerry, wait 30 seconds or more for the device to acquire a cellular signal. This will be indicated by 1 to 5 bars appearing on the Signal Strength Indicator. Attempting to access the **Nextel On-Line** network before the signal has been acquired will cause an error message to be displayed.

To turn on your handheld, press the **Power button** once. The **Home Screen** appears. The Home Screen displays the date and time, the wireless coverage indicator, the status and type of your connection to the Nextel wireless network, the battery power indicator and the applications icons. It also shows notification of any new items, reminders, and alarms. Use the track wheel to move through the application icons.
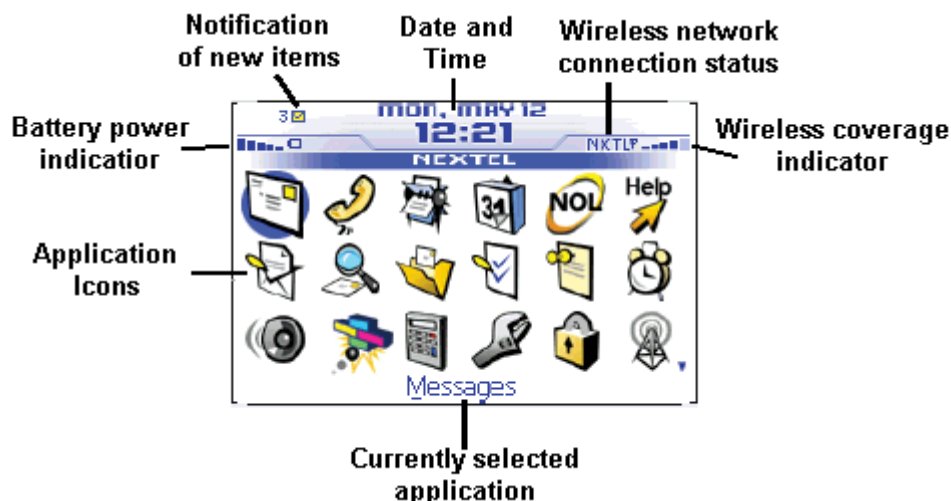
When you first turn on your handheld, several messages appear on the Message screen that will introduce you to your handheld and some of its features.

As you use your BlackBerry, you may find it useful to **move** the icons you use the most to the top row of the Home screen. All the icons can be moved as you desire.

To move an icon to a new position

1. Use the track wheel to navigate to the **icon**.
2. Press the **Alt key**, then **click** the track wheel.
3. You will see a pop up **menu** with several functions. Roll to the choice that says **MOVE ICON**, and **click** the track wheel.
4. The icon will now be selected. **Roll** the track wheel to move the icon to a new position on the screen. When the icon is where you want it, **click** the track wheel to drop the icon.

Turning the BlackBerry Off

- **Press** and **hold** the Power button.

- You can also click the **Turn Power Off** icon on your handheld Home screen.
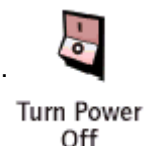
Viewing your Nextel personal telephone number (PTN) and Direct Connect number

To view your phone number (PTN), scroll to the **Phone** icon on the Home screen and click the track wheel. Your phone number appears at the top of the screen.
Click the track wheel again to view the menu, and click **Status.** Your PTN is displayed in the **My Number** field. Your Nextel Direct Connect Number (DCID) is displayed in the **My DC#** field. Your PTN also displays on the Active Call screen during a call. Your DCID displays on the Active Call screen when you send a Call Alert or while engaged in Direct Connect Calls.

Note: The SIM card must be inserted in the handheld for your PTN and DCID to display. Your PTN will display as "unknown" until your first incoming call is completed.

Setting the Date and Time

1. On the Home screen, click the **Options** icon. The Options screen appears.
2. Click **Date/Time.** Date and Time screen appears.
3. Select the field you want to set.
4. Press the **Space** key until the preferred option appears.
5. Click the track wheel to view the menu. Click **Save**.

Date/Time Fields

This screen contains the following fields:

- **Time Zone:** Select your time zone. Your handheld adjusts the time automatically, according to the time zone.
- **Time:** Set the current time.
- **Time Format:** Select a 12-hour or 24-hour clock.
- **Date:** Set the current date.

Using Password Protection on Your Handheld

To enable password protection for the device itself:

1. On the Home screen, click the **Options** icon. The Options Screen appears.
2. Click **Security**. The Security screen appears.
3. In the **Password** field, press **Space**. This will toggle the setting to enable a password.
4. In the Security Timeout field, set how much idle time should pass before the Lock Screen comes up. Press **Space** to scroll through the settings. Release **Space** when you have set the field to your preference.
5. Click the track wheel to view the menu. Click Save. A Dialog box appears, asking for a password.
6. Type a password of at least **four characters**. Click the track wheel when you have finished. Type in your new password again to verify it.

Warning: If an incorrect password is typed ten times, all the information is erased from your handheld for security reasons.

Procedure to Make a Phone Call

The BlackBerry 7510 can be used to make standard phone calls, and can also be used in speakerphone mode.

1. Turn on the BlackBerry. Verify that you have a good signal and power.

2. Click the **telephone** icon.   (**Quick key**: From the Home Screen, press the **Space** key.)

Phone

3. Use the **number keys** portion of the keyboard to enter the number to dial. (Recently called numbers will appear below the number entry field: you can scroll to one and click it instead of entering the number again.) When entering a **number** to dial, you do **not** press the Alt key. Nextel Direct Connect number can include letters. If you need to enter a **letter**, press the **Alt** key first.
4. Once the number is entered, or selected, you can **click** the track wheel, **or**, press the **enter** key to make the call.
5. Once the call is active, if you wish to use the speakerphone feature, **click** the track wheel, scroll down the menu to **Speakerphone**, and **click** it. Sound will now come out the loudspeaker on the back of the BlackBerry. To turn **off** speakerphone, **click** the track wheel, scroll to **Speakerphone Off**, and **click** it.
   (**Quick key**: During a call, you can also turn the speakerphone on or off by pressing the **Symbol** key.)

6. To **end** the call, **click** the track wheel, and click **End Call**. You can also end the call by pressing **and holding the Escape key**. Be careful not to do so accidentally.

When entering a phone number, an **ALERT button** will appear on your screen. If the number you are dialing is for a Nextel phone, you may click this button, then click Send Alert on the menu that appears, to send an alert tone to the phone instead of calling it.

Procedure to Receive a Call

When the BlackBerry rings, you will see a menu on your screen with several choices. Use the track wheel to select and click the option that you want to use.

- **Answer** - click to answer the call
- **Answer and hold** - click to connect the caller, but put them on hold
- **Ignore** - click to silence the call, and not answer it

Accessing the GroupWise 6.5 Mailbox

NotifyLink is the software package that is used to synchronize a user's GroupWise information to the BlackBerry device. The synchronization (Get/Send process) is configured to occur at 10 minute intervals. There is also a procedure to synchronize the BlackBerry manually.

Users should be aware of issues that exist with the current configuration:

- Nested e-mail attachments and attached text files (.TXT extension) can be viewed (see below). Other kinds of attachments cannot.
- You cannot view images in HTML messages.

When you **read** a message, the top section will show who is it from, when it was received, and the subject. Under the subject line, you may see a line for **Recipient Type**. It will show **CC** if you received the message as a Carbon Copy, or **BC** if you received the message as a Blind Copy. The Recipient Type will **not** appear if the message was addressed to you.

In order to see a list of **other recipients** of the message, open the message, then click the track wheel. Scroll down the menu to **View Recipients**, and click it. As with other GroupWise clients, you will only be able to see Blind Copy recipients listed in two cases: in messages that you send, or if you are a Blind Copy recipient (in which case you will not see the others).

E-mail

To Access GroupWise e-mail folders on a BlackBerry device:

1. Press the Escape button until the BlackBerry is displaying the Home Screen.
2. Use the track wheel to navigate to the **E-mail** icon. Click it.
3. Click the track wheel again.
4. Clicking the track wheel opens a pop up menu with several functions. It is recommended that only the following items should be used.

Menu Item	How to use it:
Hide Menu	Click it to close the pop up menu.
View	Click it to open the selected message.
Save	Click it to move the selected message to the Saved folder.
Delete	Click it to delete the selected message.
Delete All	Click it to delete all messages in the current folder.
Mark Unread	Click it to mark the selected message as unread.
Get / Send	Click it to send messages, or to check the server for new messages right now.
Switch Folder	Click it to change between six folders: In box, Drafts, Out box, Sent Items, Trash, and Saved.
Compose	Click it to create a new e-mail message.
Request Meeting	Click it to send an appointment.
Close	Click it to close the e-mail screen and return to the main menu.

To Read E-mail

1. Select an e-mail in your list by rolling to it with the track wheel. (Check for a paper clip icon next to the envelope. A **paper clip** icon means there is an attachment.)
2. Click the **e-mail**.
3. Click **View**.
4. Scroll through the e-mail to read it. If there was no attachment, press the **Escape** button to exit the e-mail. If there is an attachment, continue to the next step.
5. You can view attachments that are e-mails, and attachments that are Word documents. To access attachments, click the track wheel while in the message. Scroll to **View Attachments**, and click it.
6. You will see a screen listing attachments. The first time you see this screen for an e-mail, each attachment will be listed, followed by a **type** (e.g. txt), followed by a **size** (e.g. 5K), followed by 0K. The "zero K" means that you have not downloaded the attachment to the BlackBerry yet. **Click** the attachment, and a menu should offer the choice to Retrieve it. Click **Retrieve**.
7. You will see send-receive arrows in the upper right corner of the screen, and a **progress bar** below that. Wait for the progress bar to reach **100%**. The attachment has now been downloaded.
8. **Click** the attachment, and click **View**. If the attachment was another e-mail, it will appear, including other e-mail messages nested in it. You can scroll through the the attachment as you would any e-mail. If any of the e-mails were sent in HTML mode, you will see HTML tags in addition to the actual message text.

To Compose E-Mail

1. Press the Escape button until the BlackBerry is displaying the main menu.
2. Use the track wheel to navigate to the **E-mail** icon.
3. Click the track wheel twice.
4. Rotate the track wheel to select **Compose**.
5. Using the track wheel and the keypad, complete the desired e-mail fields.

6. Click the track wheel.
7. Rotate the track wheel to select **Send**.
8. Click the track wheel.

Deleting E-mail

The BlackBerry has only a limited amount of memory, so e-mail should be deleted from it regularly. When you manually delete e-mail from the BlackBerry, however, you don't have to delete it from the server. You can set the BlackBerry to prompt you about deleting from the server, or to take automatic action.

1. **Click** the NotifyLink application icon.
2. **Click** again, to open the application menu.
3. Scroll down to **Account Settings**, and **click** it.
4. Scroll to **Sync Deletes** and **click** the setting that is active (Yes, No, or Prompt).
5. Scroll to **Change Option**, and click it.
   - Click **Yes** to **always delete e-mail from the server** when you delete it from the BlackBerry
   - Click **No** to **never delete e-mail from the server** when you delete it from the BlackBerry.
   - Click **Prompt** to **always be asked** whether to delete from the server.
6. Press the **Escape** button once. You will be asked to Save or Discard your changes. Click **Save** to lock in the change.

Sent Item Messages

When the BlackBerry is configured, a folder named **Mobile Sent** will be created in the user's regular GroupWise account. This folder is meant to hold the messages that are sent from the BlackBerry. These messages will **not** appear in the normal GroupWise Sent Items folder.

Depending on the amount of email sent from the BlackBerry device, these messages can accumulate quickly. Unnecessary messages should be deleted from this folder an a regular basis.

Note: If the user does not want to keep any of the Sent Item messages, a GroupWise rule can be created to delete all messages in the folder when the folder is opened. This must be performed periodically depending on how many emails the user sends from their device.
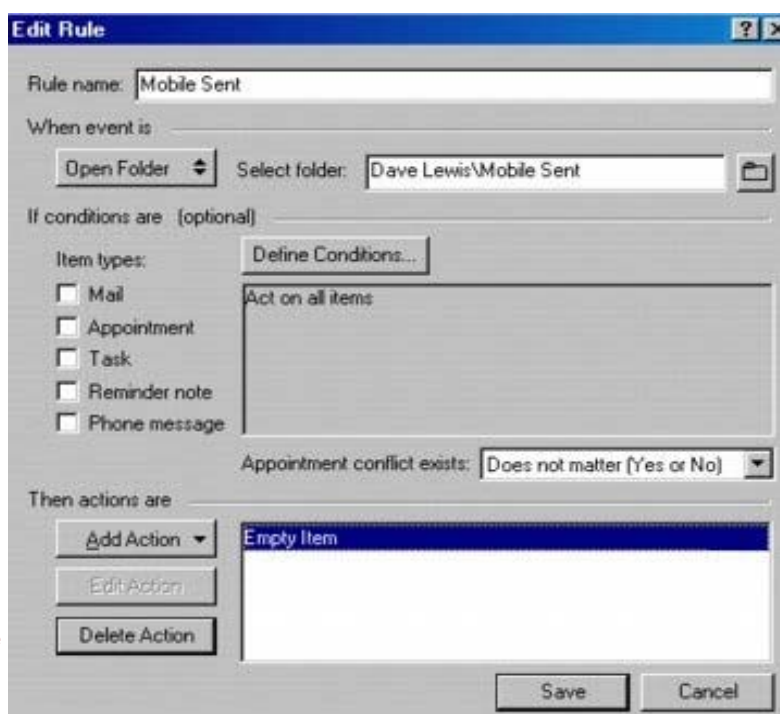
1. Start GroupWise on your workstation.
2. Click **Tools | Rules | New**.
3. Create a rule that matches the one shown on the right.
4. Click **OK** and **Save**
5. Highlight the Rule and drag it to the top of the list. Verify that there is a check mark in the box.
6. Click **Close**.

Folder Cleanup

Cleanup means **automatically** removing items from your BlackBerry folders. This will lighten the load on the NotifyLink server. The user is given the option to set up a separate cleanup schedule for each folder (In box, Drafts, Out box, Sent Items, Trash, and Saved). They must be set separately, but the procedure is the same for each.

1. **Click** the **Email** icon to open the NotifyLink application.
2. **Click** once for the menu. Scroll to **Switch Folder**, and **click** it.
3. Scroll to and click the **folder** you want to change.
4. **Click** once for the menu. Scroll to **Options** and **click** it.
5. The options screen is used to set the Sort and Cleanup options for each folder. **Scroll** down to the Cleanup section.
     - Cleanup has four frequency options. Choose **one**: None, Daily, Weekly, Monthly.
     - You can choose either or both types of items for cleanup: unread messages, unacknowledged meetings.

Calendar

Receiving New Appointments

When a new appointment is received, two e-mails will appear in the e-mail In box. The first is a notification that the appointment has been added to the Calendar. This e-mail can be identified by the Sender - **Calendar**, and the Subject - **Add**. The second e-mail contains the text of the appointment. This e-mail displays the actual Sender and Subject of the appointment.

To Accept or Decline an Appointment

1. Press the Escape button until the BlackBerry is displaying the main menu.
2. Use the track wheel to navigate to the **E-mail** icon.
3. Rotate the track wheel to select the desired appointment.
4. Click three times.
5. Rotate the track wheel to select either **Accept** or **Decline**.
6. Select either **Yes** or **No** at the prompt to **Add text to your reply**.

To View Existing Appointments on the Calendar

1. Press the Escape button until the BlackBerry is displaying the main menu.
2. Use the track wheel to navigate to the **Calendar** icon.
3. Click the track wheel.
4. Rotate the track wheel and click on on the **desired day of the week**.
5. Rotate the track wheel again to select the desired appointment.
6. Click the track wheel twice to open the appointment.

To Compose an Appointment

1. Press the Escape button until the BlackBerry is displaying the main menu.
2. Use the track wheel to navigate to the **E-mail** icon.
3. Click the track wheel twice.
4. Rotate the track wheel to select **Request Meeting**.
5. Using the track wheel and the keypad, complete the desired fields.
6. Click the track wheel.
7. Rotate the track wheel to select **Send**.
8. Click the track wheel.

Tasks

Receiving New Tasks

When a new task is received, an e-mail will appear in the e-mail In box. The first is a notification that the Task has been added to the Task List. This e-mail can be identified by the Sender - **Tasks**, and the Subject - **Add**.

To View a Task on the Task List

1. Press the Escape button until the BlackBerry is displaying the main menu.
2. Using the track wheel navigate to and click on the **Tasks** icon.
3. Rotate the track wheel and click twice on the desired task.

To Mark a Task Complete

1. Press the Escape button until the BlackBerry is displaying the main menu.
2. Using the track wheel navigate to and click on the **Tasks** icon.
3. Rotate the track wheel and click twice on the desired task.
4. Select **Mark Completed** and click on the track wheel.

Contacts (Address Book)

Which Address Book?

In GroupWise 6.5, you have several address books. BlackBerry devices are configured to synchronize with the Address Book that corresponds to your user name: your personal address book.
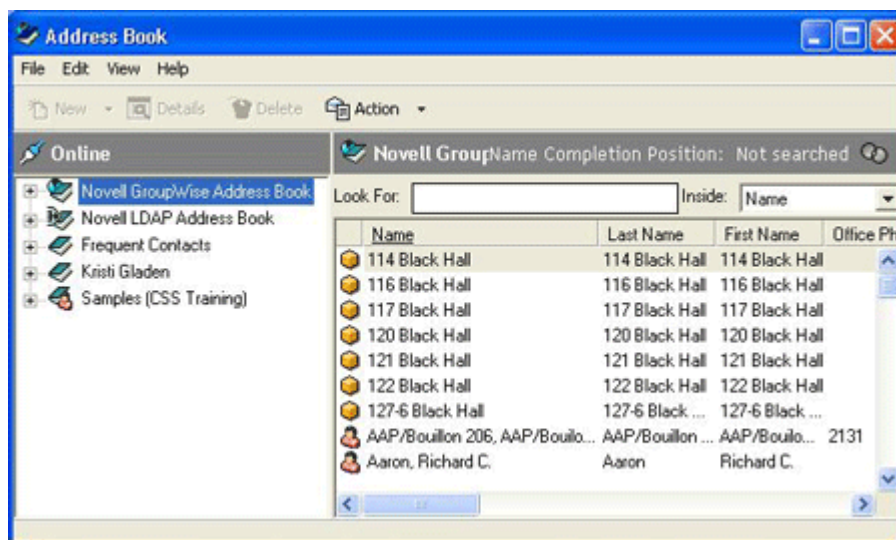
To have addresses appear in the Contacts list on your BlackBerry, place a user name in your personal address book, then perform an OTA for Contacts. Note: Performing an OTA will overwrite your existing Contacts list with the new personal address book data.

To Add a Name to Your Personal Address Book

1. On your desktop computer, run GroupWise 6.5.
2. Find a name with Address Book or Address Selector.
3. Right click the name and choose "Copy to..."
4. Click the address book that has your name, and click OK.

To Perform an OTA for Contacts

1. Turn on the BlackBerry.
2. Click the e-mail icon.

   Email   Email   Email

3. Click again to open the e-mail menu.
4. On the menu, scroll down to **OTA Load**. (This stands for "Over The Air" Load.) Click it.
5. Your screen will show **Load Type:**. You will want to do an OTA load for Contacts.
   - If the Load Type shown is **not** the one you want, **click** once, scroll to **Change Option**, and **click** it. On the next menu, scroll to **your choice**, and **click** it. **Click** one more time, then go to step 6.
6. On the menu that appears, click **Select**.
7. If you are loading Contacts, you will see a screen that says "All contacts will be removed from the device. Continue?" If you click **Yes**, you will erase the Contacts list from the BlackBerry, and replace it with the current contents of your address book. If you click **No**, you will cancel the operation. Make your choice.

Browsing Web Pages

Although it is possible to start the browser and enter the URL of any web page, the user should remember that a BlackBerry is accessing the web via Wireless Application Protocol (WAP), and not all web sites are capable of providing a WAP view of their data.

If the user wishes to view information on the web, the best results will be obtained by using Nextel Online's links to WAP enabled sites. The following example explains how to get to CNN's WAP page.

1. Turn on the BlackBerry. Leave it on for a minute before starting the next step. This is to assure a contact with a local cell tower.
2. On the Home page, open the **Nextel Online** application. It is identified by an icon showing the letters "**NOL**".
   1. Use the track wheel to highlight the NOL icon.
   2. **Click** the icon. (Press the track wheel button.)
3. A menu will appear. Use the track wheel to select **News**. Click it. Click **Go** on the next menu.
4. A menu of News sites appears. CNN.com is the first choice. Click it. Click **Go** on the next menu.
5. CNN's WAP site opens on the screen. Use the track wheel to navigate and select news items.

Experimentally, we navigated to the regular CNN site, and found it to be unfriendly to a WAP device. Users will be much happier with the results by restricting their browsing to sites featured on the Nextel Online menus, or sites they know to be WAP enabled.

Lost or Stolen

If your BlackBerry is lost or stolen, it should be reported as such, like any other state equipment. In addition, you should contact DIT Client Service Center (517-241-9700 or 1-800-968-2644) as soon as possible, to have the BlackBerry phone and e-mail services disabled.